

July 2020 Commuter Van Bulletin



Dear Commuter Van Participant,

As we head into summer and King County enters Phase 2 of the Governor's Safe Start recovery plan, we again thank all of our essential workers who are commuting and our vanpool participants who continue to maintain their van in preparation for when their commute restarts. Below are some updates on the King County Metro Commuter Van program.

Included in this bulletin:

- [Fare Suspension Continues Through July](#)
- [Long-term Van Storage with Groups](#)
- [Voyager Card - Error Message](#)
- [Governor's Face Covering Requirement](#)

FARE SUSPENSION CONTINUES THROUGH JULY – In alignment with King County Metro bus and water taxi service, we will not be collecting fares for vanpool and vanship groups for July. Please continue to submit your monthly reports to your Metro Accounting Service Representative. As a reminder, personal use of Metro vans is unauthorized and two or more people with program applications on file are required to commute in the van.

LONG-TERM VAN STORAGE WITH GROUPS – We have received many inquiries about keeping the van for an extended period at the driver's home or a preapproved location. In these unprecedented times, we are approving long-term van storage with the group at the authorized driver's home. We appreciate your cooperation in securing the van and being responsive to any maintenance requests from your Metro Maintenance Representative so that together we can keep your van in operational condition and ready for when your group restarts your commute. If your group has any questions about keeping the van or if you need to change the approved location, please contact vanpool@kingcounty.gov or 206-625-4500 for assistance.

VOYAGER CARD - ERROR MESSAGE – If you are having trouble refueling your van because of a PIN entry error, call the Fleet Assistance number (800-987-6591) on the back of your US Bank/Voyager card. A Voyager representative will ensure you can refuel your van while you are at the pump.

GOVERNOR'S FACE COVERING REQUIREMENT – Recently, Governor Jay Inslee's statewide mandatory face covering order went into effect requiring everyone in the state to wear a mask or face covering in public to help reduce the spread of COVID-19. This order aligns with our earlier recommendation for the commuter van groups to wear a face covering in the van, clean high touch areas frequently and follow public health guidelines to stay home when sick, wash or sanitize hands frequently, and to cover coughs and sneezes. As always, we encourage our groups to work together to keep everyone safe and healthy for the vanpool commute to work.

In this COVID-19 recovery period, we are here to support you whether you are an essential worker reporting to work or a telecommuter uncertain when your commute may resume. We have temporarily modified our ridership requirements to allow for a minimum of 2+ in the vans to support your social distancing preferences. Larger groups may continue to commute together if comfortable. We will continue to evaluate program guidelines and work to accommodate group requests to split vans when requested.

Thanks for your cooperation and participation in the Metro Commuter Van Program.

King County Metro Commuter Van Services

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Get the latest! Like us on [Facebook](#) to stay up to date on incentives, contests and everything else that's hip about Metro Vanpool.

Send us an [e-mail](#).

Or give us a call at 206-625-4500 during business hours (8-5, M-F).
